



STATE OF MARYLAND JUDICIARY
Administrative Office of the Courts
REQUEST FOR PROPOSALS (RFP)
Technical Consultant- Website & Software Acquisition
RFP# 9467
ISSUED: March 19, 2019

This procurement is being conducted as a Small Procurement Request for Proposals (RFP) as described in the Judiciary Procurement Policy, not to exceed \$25,000.

Purpose & Summary

The Administrative Office of the Courts (AOC) issues this Small Procurement Request for Proposals (RFP) on behalf of the Mediation and Conflict Resolution Office (MACRO) to secure a Technical Consultant to help identify and select a cloud-based member management and continuing education tracking website system that meets the needs of the Maryland Program for Mediator Excellence (MPME).

MACRO currently maintains MPME, a membership program with over 1,700 members.

The consultant will work closely with an internal AOC project team and MACRO leadership. The consultant will assist in reviewing, modifying, as needed, a pre-drafted set of business requirements while assisting the AOC to identify and optimize available software solutions. The consultant will not be eligible to supply the software solution.

1. Scope of Work

Contractor Resource shall:

- a. Serve as a subject matter expert on member management and continuing education tracking software solutions, including new and developing technologies that might affect current and future information processing, infrastructure, and management.
- b. Review draft technical specifications created by the AOC's project team, recommend modifications, which may include helping the AOC identify potential requirements that have not yet been included, or topics that need additional

clarification, and to identify requirements that have been included that might significantly increase the project cost.

- c. Assist the AOC project team in building the framework for evaluating system capabilities, which may include:
 - i. Information about a system's features, capabilities, and limitations, including but not limited to: member engagement, email marketing, publicly searchable member directory, continuing education tracking, event management, event calendar posting, member networking, administrative reporting functionality, and ease of use/administering, training, documentation, and support.
 - ii. Implementation requirements
 - iii. System maintenance requirements
 - iv. Training requirements
 - v. System administrator requirements, such as knowledge and critical skills required to administer the website membership management software system
- d. Participate in product demonstrations and pre-bid question and answer session
- e. Assist in identifying available off-the-shelf or SaaS member management and continuing education tracking website software systems that will enable MACRO to manage the MPME member accounts and continuing education activities effectively and efficiently in their membership requirements:
 - i. Transferring all current membership data to the new software
 - ii. Supporting new member applications
 - iii. Supporting all current active member engagement and continuing education activity recording
 - iv. Supporting automatic annual renewal (resetting) based on meeting membership requirements of continuing education hours
- f. Throughout all requirements stated in section *E* above, the system shall support:
 - i. Changes to program policies and procedures, including updates to application or active member requirements which would require new data fields within the member management database
 - ii. Communication between program administrators and active members
 - iii. Reporting- internal reporting on a variety of metrics related to member engagement- i.e. member activities by type, by county, by calendar year, by event, etc.

Note- The MPME does not collect payment for membership dues or event registration fees. The AOC is not seeking a membership management software that emphasizes generating revenue.

2. Contractor Resource Minimum Requirements:

- i. Strong knowledge of cloud-based member management and continuing education tracking systems
- ii. Familiarity with a variety of membership-based organizations and continuing education tracking requirements
- iii. Knowledge of website development and membership-based marketing
- iv. Prior experience helping government, non-profit, or associations review their member management business requirements and selecting a membership management system

3. Project Timeline

- i. It is anticipated that the Contractor Resource will work with the AOC project team on a short-term basis over a 6-month period, following contract award. AOC is interested in selecting a member management and continuing education tracking website software system as soon as possible, so that we can begin the implementation process.
 - ii. Contractor's Resource role could be expanded strictly at the desire of the AOC to assist with implementation support at a future date if required.
4. A Pre-Proposal Conference will be held on **March 29, 2019 beginning at 1:30 pm (EST) at 2003 C Commerce Park Drive, Annapolis, MD 21401**. Attendance at the Conference is not mandatory but recommended in order to facilitate better preparation of proposals.

Potential Offerors unable to attend in person may attend via dial in option:
Dial-in number: 712-451-0485 Access Code: 895820

5. Contract Type

The resulting contract shall be for Fixed Price.

6. Contract Term

The Contract resulting from this Small Procurement (RFP) shall begin **on or around June 1, 2019** and extend for a base period of 6 months. The Judiciary shall have the sole right to exercise up to three, six-month renewal options at its discretion.

7. Procurement Officer

The sole point-of-contact for purposes of this Small Procurement (RFP) prior to the award of any Contract shall be the Procurement Officer at the address listed below:

Whitney Williams

Maryland Judiciary, Administrative Office of the Courts

Department of Procurement, Contract and Grant Administration

Telephone: 410-260-1581

Email: whitney.williams@mdcourts.gov

8. Form of Response

Proposals must be in writing.

- **Part I** – Technical proposals must include a written response to the Scope of Work that demonstrates the following:
 - i. Proposed contractor’s resource experience with cloud-based member management and continuing education tracking systems**
 - ii. Proposed contractor’s resource availability**
 - iii. Proposed contractor’s resource workplan to execute all items detailed in the scope of work**
 - iv. Proposed contractor’s resource references: Provide 1-3 customer references where the customer is similar in size to the RFP scope**
- **Part II** – Price proposals must include the fully loaded fixed price for the services proposed using Attachment A (Price Proposal Form).

Note- Part I and Part II shall be submitted in separate files. Offerors shall use Attachment A for Part II.

9. Proposal Closing Date

All proposal must be received via email to the Procurement Office at the email address listed in Section Number 5, no later than **no later than 2:00pm (local time) on April 17, 2019** in order to be considered.

10. Award Determination

The Contract resulting from this Small Procurement (RFP) will be awarded to the Offeror whose proposal is determined to be the most advantageous to the State, based on the evaluated spectrum of services proposed and price.

- Experience
- Availability
- Work Plan for this engagement
- Price

Attachment A - Price Proposal Form

Contractor's price proposal must be complete and include all charges. AOC will not pay for any charges not listed in their quote.

Labor Categories	A
	Hourly Labor Rate*
Technical Consultant – Six-month Base	\$
Technical Consultant- Option 1- Six months	\$
Technical Consultant- Option 2- Six months	\$
Technical Consultant- Option 3- Six months	\$

*** The Fully Loaded Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents.**

Submitted by _____
Authorized Signature
Date

Print Name and Title _____

Company Name _____

Company Address _____

Telephone _____

Federal Tax Identification # _____